

HRMS Professional Access Emergency Request Process

One of the following criteria must be met in order for the Emergency Request Process to be used.

Professional user:

- A. Locked out and it is Payroll Day 1, 2 or 3.
- B. Not able to complete an action due to security issue that is needed during Payroll Day 1, 2 or 3.
- C. Immediate need for Professional Access to HRMS or role addition for Payroll Day 1, 2 or 3 activities.
- D. Access to HRMS needs to be removed prior to separation action.

Employee or Agency:

1. Contacts DOP Service Center via high importance e-mail and includes HRMS Central Security, HRMSSecurity@dop.wa.gov, as a CC on the request.

Note: Do not submit to an individual member of HRMS Central Security.

- a. Subject line of the e-mail must include one of the following:
 - (Day1, Day 2, Day3) Security Emergency Request
 - Time Sensitive HRMS Access Change
2. Provides the following information:
 - a. UserID
 - b. Contact Information
 - c. The criteria (A, B, C or D) that qualifies this request as an emergency
 - d. For criteria B – not able to complete an action, please specify:
 - What you were doing or trying to access when the problem occurred
 - Error message received or screen prints to help resolve issue
3. If request is to add (criteria C) or remove (criteria D) HRMS Professional Access, the Agency Security Requestor must submit an approved HRMS Professional Access Request form.

HRMS Central Security:

4. Completes request and notifies professional user and/or Agency Security Requestor.

DOP Service Center:

5. Creates ticket for HRMS Central Security.

Note: HRMS Central Security will handle the request based on the e-mail and will update the ticket after it is created.